

**Erie County Department of Mental Health  
Centralized Housing Placement System  
For Supported Housing**

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**Procedure:** Discharge Process

**Procedure No:** 7.0

**Date:** 11/30/05

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**PURPOSE:** To describe the procedure and housing/care coordination provider responsibilities for all discharges from either services.

**Planned Unsuccessful Discharges** constitute any terminations of a consumer from either service that result from the provider's planful process to discharge a consumer due to irresolvable difficulties with service provision or the consumer's refusal to cooperate with the service provider.

**Planned Successful Discharges** constitute any termination of a consumer from either or both services following successful achievement of consumer identified goals and objectives.

**Unplanned Discharges** constitute any termination of a consumer due to loss of contact, death, unexpected incarceration, hospitalization or unanticipated consumer initiated withdrawal from a service.

**PROCEDURE:**

1. All SHP terminations must be coordinated between the Housing Provider and the Care Coordination Provider through on-going collaboration and communication to resolve any need for on-going resources or support.
2. No provider will initiate termination proceedings or issue termination warnings to a consumer without prior communication, notification, and alternative service planning with the other provider. Notification to another service provider that a consumer has been terminated from their services after the termination has occurred is unacceptable.
3. Exceptionally hard-to-serve cases resulting in provider consideration of termination from services must be discussed in advance with the other provider.
4. Plans by a housing provider or care coordination provider to initiate unsuccessful terminations during a consumer's SHP placement will be discussed in advance with CHPS to assess the impact upon the consumer's ability to maintain services and to determine the potential need for other resources and/or alternative interventions.
5. Plans for successful termination do not require consultation with CHPS but do require collaboration and communication with the other service provider.

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6. At a minimum, Housing Provider initiated unsuccessful discharges will involve a minimum of 30 days notice to the consumer and include a description of the Provider/CHPS appeal process, alternative resources, and referrals for alternative care if appropriate.
7. Housing Providers will complete a discharge summary for termination that includes:
  - a. Dates of admission, contact information and diagnostic data
  - b. Brief description of the services provided and progress achieved
  - c. Listing of any referrals recommended upon discharge (required for unsuccessful terminations)
  - d. Documented notification to other active service providers